

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	3819581
<b>Application Number:</b>	10687956
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	9862
<b>Title of Invention:</b>	Method and system to provide expert support with a customer interaction system
<b>First Named Inventor/Applicant Name:</b>	Robert Joyce
<b>Customer Number:</b>	21186
<b>Filer:</b>	James A. Scheer/Lisa Harris
<b>Filer Authorized By:</b>	James A. Scheer
<b>Attorney Docket Number:</b>	2950P085
<b>Receipt Date:</b>	21-AUG-2008
<b>Filing Date:</b>	17-OCT-2003
<b>Time Stamp:</b>	16:38:24
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$1050
RAM confirmation Number	1807
Deposit Account	230920
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## File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Amendment - After Non-Final Rejection	p96759amendment.PDF	701818 31941ca66110ed7d1952fb83c3fb064fc1 d57a8	no	15

### Warnings:

### Information:

2	Extension of Time	p96759extoftime.PDF	72205 273c24bf6f9b54aefc5c285029ddcc75913df1 bb798	no	1
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### Warnings:

### Information:

3	Fee Worksheet (PTO-06)	fee-info.pdf	30085 635084338fc025be922017b71302a799a04 04e6b	no	2
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### Warnings:

### Information:

Total Files Size (in bytes): 804108

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#### New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

#### National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/D/O/E/O/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

#### New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.